

G-20471A-11-0150

ORIGINAL



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## ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

Investigator: Jenny GomezPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2011 - 99502Date: 9/28/2011Complaint Description: 08A Rate Case Items - Opposed  
N/A Not ApplicableComplaint By: First: Anne Marie Last: HanselAccount Name: Anne Marie HanselHome: (000) 000-0000Street: N/AWork:City: N/ACBR:State: AZ Zip: N/Ais: E-MailUtility Company: Semstream Arizona Propane, L.L.C.Division: propaneContact Name:Contact Phone:Nature of Complaint:

\*\*\*\*\*DOCKET NO. G-20471A-11-0150\*\*\*\*\*

REFERENCE: Semstream Arizona Propane, L.L.C. Arizona Corporation Commission

From: Anne Marie Hansel |

Sent: Tuesday, September 27, 2011 10:18 AM

To: Admin Div - Mailbox

Subject: Semstream to increase their rates by 25%

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SEP 29 2011

DOCKETED BY

Hello,

I am writing you today because I need to know who to address an email to voicing my opinion on why I feel that Semstream should not be allowed to increase our rates at this time. They were just given an increase not more than 1 year ago and that was right after they were bought out. We here in Payson feel that the current owners of Semstream are unreasonable especially during this recession. I personally have been looking for work for over 2 years and do not have work. I am not the only person in this predicament and understand that things are tight right now. This is NOT the time to want to force us to pay higher prices. The huge problem this I currently see in Payson, is that the current propane company was allowed to do Payson entirely with underground propane and we are being forced to use it whether we like it or not. There is NO second company or competitor to keep the prices down and it seems like no matter how much we try to cut costs, someone is always trying to get into our pockets to get more. They don't realize that there isn't anymore to get.

Since I am not sure who really needs to read this, PLEASE forward this message to the person or persons that need to hear this. I would also appreciate you letting me know who that person or persons are so that I don't need to bother you in the future and can direct my emails to the proper person.

Thank you so much for your time.

AZ CORP COMMISSION  
DOCKET CONTROL

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